

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

G&D Integrated

Illinois Manufacturing Extension Center

G&D Integrated Implements Quality Management System with Help from IMEC

Client Profile:

G&D Integrated manufactures tractor and truck components (radiator, engines, and track groups) for the construction equipment and transportation sectors. The company is located in Peoria, Illinois.

Situation:

G&D Integrated has diversified in recent years, with many core transportation clients now utilizing the company for its cost-effective assembly, kitting, warehousing, and fabrication services. The company was facing increased pressure to meet stringent cost, quality and delivery requirements. G&D Integrated contacted the Illinois Manufacturing Extension Center (IMEC), a NIST MEP network affiliate, for help.

Solution:

IMEC and the G&D logistics service division addressed the challenge by developing a formalized quality management plan, implementing consistent business procedures and documenting quality policies. In addition, IMEC helped G&D employees become thoroughly versed in the new Quality Management System (QMS), and prepare for an internal audit. The project resulted in a consistent, up-to-date, and user-friendly QMS, designed to comply with ISO 9001:2000 international standards. It also has paved the way for G&D to apply the new QMS standards to the rest of its facilities.

Results:

- * Reduced rework by 10 percent.
- * Improved on-time delivery by 10 percent.
- * Increased customer satisfaction from 82 percent to 94 percent.

Testimonial:

"I don't think we would have been able to implement the new system successfully without help from IMEC."

Ron Pohlman, Facility Manager